



Arnold Schwarzenegger, Governor
Dale E. Bonner, Secretary, Business, Transportation & Housing Agency
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Program Technician/ Office Assistant (General)
Oakland
Permanent – Full-time

The Department of Real Estate is recruiting to fill a full-time Program Technician position in its Oakland Office which is located at 1515 Clay Street, Suite 702, downtown Oakland. This position may be downgraded to an Office Assistant (G) for recruitment purposes.

Duties of the position may include:

- Provide the public with general real estate examination and licensing information, and clerical support for managers, deputies, and auditors
- Direct incoming calls from licensees and the public regarding exam and licensing procedures to appropriate staff.
- Give out information verbally and/or through the mail in response to those inquiries.
- Conduct license checks for various lending institutions, Board of Realtors, the general public and licensees.
- Take calls regarding complaints against licensees and direct to the appropriate staff person.
- Provide clerical support to a staff of Deputies/Managing Deputy Commissioners, and Auditors.
- Set-up investigative files, including: checking status of respondents on computer; generating printouts for case files; typing up face sheets, acknowledgment letters and case cards; making photocopies; and prepare file cards.
- Assist with proctoring of real estate sales, brokers, and professional responsibility and special exams.
- Open, date stamp and distribute mail.
- Maintain files, update forms, inventory supplies/stock, and handle requests for service on copier.

Necessary qualifications:

- Ability to communicate effectively, both orally and in writing.
- Ability to answer phones and transfers calls.
- Excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- Excellent organizational skills and must be flexible.
- Ability to work well under pressure and within mandated timeframes.
- Ability to interpret and apply laws, rules, regulations and policies.

Desirable Qualifications:

- Excellent attendance.
- Dependable.
- Experience with personal computer, particularly Windows NT using Word & Excel.
- Knowledge of, or familiarity with, real estate licensing laws, rules, regulations, policies and procedures.

Salary:	Program Technician	\$2280 – \$2975
	Office Assistant (G)	Range A: \$2074 – \$2519
		Range B: \$2280 - \$2770

Who may apply: Current State employees at the Program Technician or Office Assistant (G) level or those individuals who have list eligibility or can transfer to the class may apply. **Priority consideration will be given to SROA/Surplus employees. If you have SROA or Surplus status, please indicate such on your application.**

Submit Applications to:

Michele Walton, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0802

For information on the position contact:

Ed Haberer, District Office Manager
Oakland District Office
(510) 622-2512

California Relay Service 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

FINAL FILING DATE: November 10, 2008

Application may be obtained from the SPB website at <http://www.spb.ca.gov>

Applications, whether filed in person or by mail, must be received in the Personnel Office
no later than 5:00 pm on the above date.

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and interviews will be conducted on a flow basis. Only those most qualified will be contacted for an interview.